



# Job Opportunity

## State Controller's Office

**Position:** Associate Information Systems Analyst (Specialist) **Statewide**

**Location:** Information Systems Division  
300 Capitol Mall, Suite 701, Sacramento, CA 95814

**Issue Date:** January 25, 2007

**Final Filing Date:** Until Filled

**Contact/Telephone:**  
Eva Adame, 916-323-6695

**Who May Apply:** Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list. SROA and surplus employee's encouraged to apply.

**California Relay Service: 1-800-735-2929**

**Position Number(s):** 051-340-1470-051  
Reference 07-047

*Please call (916)323-3055 to request reasonable accommodations*

### Scope of the Position:

Under the general supervision of the Data Processing Manager (DPM) II, the incumbent provides primary technical PC desk/laptop support which includes a wide variety of hardware platforms, software applications, and peripherals on networked or stand alone systems for the State Controller's Office (SCO), Information Systems Division and the Executive Office. The incumbent must be able to analyze data and situations, identify and reason logically, develop, document and implement effective solutions related to computer problems. The incumbent must also communicate effectively as well as establish and maintain professional relationships with peers, customers, management and vendors. All duties are performed within the framework of the SCO's mission and values. Occasional travel to SCO remote sites may be necessary.

### Duties and Responsibilities:

*Candidates must perform the following essential functions with or without reasonable accommodations*

- Provide technical support for Windows 2000 and XP, desktop and laptop computers, which includes a wide variety of PC hardware platforms, software applications and peripherals. Provide limited LAN workgroup administration tasks specific to desktop access rights to network resources, viruses, and printing.
- Work independently, as part of a team and with customers to detect, diagnose and resolve problems quickly and efficiently. Coordinate repairs, procure, install, remove and configure PCs and software applications as well as maintaining the inventory database. Provide written and oral instruction to customers in the proper use of equipment and software. Provide PC support to Executive Office staff.
- Provide technical support for software and other components associated with modem dial-up capability and terminal emulation. Serve as a resource on all aspects of the software in terms of use, features, limitations, compatibility, and interoperability.



The State Controller's Office is committed to providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, gender, disability, religious or political affiliation, age, or sexual orientation.



- Primary contact for software manufacturer(s), Internet Service Provider, for new purchases, licensing, maintenance, and advanced technical assistance. Troubleshoot and resolve software issues, which include, research, test, document and provide recommendations for new software or technology.
- Understand the capabilities and limitations of the current SCO technical environment. Maintain a current level of knowledge and awareness of microcomputer and LAN equipment, software and trends impacting the operation of automated office systems. Research, test and evaluate new products and services.
- Prepare management reports relating to the results and recommendations of CSC situations. Participate in feasibility studies and cost\benefit analysis of new information technology products and services.

*Applications will be screened and only the most qualified will be interviewed*

#### **How to Apply:**

**All hires will be subject to a background check.**

**For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.**

Please submit a STD. 678 State Application and Résumé to:

**State Controller's Office**  
Information Systems Division  
300 Capitol Mall, Suite 701  
Sacramento, CA 95814

Attn: Eva Adame - Reference # 07-047 (Candidate must indicate this Reference # on their resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application STD. 678.)